

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1993GOI054155
2	Name of the Listed Entity	Oil and Natural Gas Corporation Limited.
3	Year of incorporation	1993
4	Registered office address	Plot No. 5A-5B, Nelson Mandela Road, Deendayal Urja Bhawan,
5	Corporate address	Vasant Kunj, New Delhi-110070, India
6	E-mail	secretariat@ongc.co.in
7	Telephone	011-26753055
8	Website	http://www.ongcindia.com/
9	Financial year for which reporting is being done	FY'23
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange & BSE
11	Paid-up Capital	₹ 62,901.39 Million
12	Contact Person	
	Name of the Person and Designation	Shri Pratap Choudhury, General Manager (Production)
	Telephone	+91 11 26753055
	Email address	chief_cmsg@ongc.co.in
13	Reporting Boundary	
	Type of Reporting- Select from the Drop-Down List	ONGC Standalone

II. Product/Services

14	Details of business activities	Sl. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1	Exploration and Production	Crude Oil Production= 21.485 MMT	47.29
		2		Natural Gas Production=21.351 BCM	46.99
		3		VAP Production=2.598 MMT	5.72

15	Products/Services sold by the entity	Sl. No.	Product/Service	NIC Code	% of Total Turnover contributed
		1	Crude Oil Production	061	63.14
		2	Natural Gas Production	062	22.93
		3	Liquid Petroleum Gas	192	3.40
		4	Other Products	-	10.53



III. Operations

16	Number of locations where plants and/ or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	Details of Assets, Basins, Plants and Institutes of the Company are mentioned at Para No. 19 of the Corporate Governance Report.		
		International			
17	Market served by the entity	Locations			
	a. No. of Locations	National (No. of States)	The Company is marketing its domestic products, mainly crude oil to the Public Sector refiners – Indian Oil Corporation Limited, Bharat Petroleum Corporation Limited, Hindustan Petroleum Corporation Limited, Numaligarh Refinery Limited, Chennai Petroleum Corporation Limited and Mangalore Refinery and Petrochemicals Limited and the natural gas is mainly marketed through GAIL (India) Limited. However, part of the gas is also marketed directly by the Company. The Value-Added Products are marketed in bulk to the PSU Oil Marketing Companies (OMCs), ONGC Petro additions Limited (OPaL) and the remaining to private companies. Naphtha is occasionally exported because of lesser demand from customers. ONGC Videsh has participation in 32 oil and gas projects in 15 countries either directly or through Wholly owned subsidiaries/ Joint Venture (JV) companies viz. Azerbaijan (2 projects), Bangladesh (2 projects), Brazil (2 projects), Colombia (4 projects), Mozambique (1 Project), Myanmar (6 projects), Russia (3 projects), South Sudan (2 projects), UAE (1 project), Venezuela (2 projects), and Vietnam (2 projects), Others (5 Projects).		
		International (No. of Countries)			
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	4.08%			
	c. A brief on types of customers	Company’s significant revenues are derived from sales to Oil Marketing Companies (OMCs) and International Oil Companies (IOCs).			

IV. Employees

18. Details as at the end of Financial Year:						
Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees (including differently abled)						
1	Permanent Employees	25,993	23,961	92.18	2,032	7.82
2	Other than Permanent Employees	536	524	97.76	12	2.24
3	Total Employees	26,529	24,485	92.30	2,044	7.70
b. Differently abled employees						
4	Permanent Employees	467	400	85.65	67	14.34
5	Total Employees	467	400	85.65	67	14.34

19. Participation/Inclusion/Representation of women

Sl. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors- Whole-time Directors	5	2	40.00
2	Board of Directors- Non-Executive Directors	7	1	14.30
3	Key Management Personnel- Company Secretary	1	0	0.00

20. Turnover rate for permanent employees and Workers

Category	FY'23			FY'22			FY' 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Separated Employees	1,726	108	1,834	1,907	128	2,035	1,972	127	2,099
Permanent Employees as on 01 st April	25,015	2,035	27,050	26,249	2,113	28,362	27,768	2,201	29,969
Turnover Rate (in %)	6.9	5.3	6.8	7.3	6.1	7.2	7.1	5.8	7.0

V. Holding, Subsidiary, and Associate Companies (including joint ventures)

21 a). Names of holding / subsidiary / associate companies / joint ventures

Complete details of holding / subsidiary / associate companies / joint ventures is at Note No. 4 of Consolidated Financial Statement.

VI. CSR Details

22	a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	Turnover of ONGC - FY'23	₹1,555,173 Million
	Net worth of ONGC - As on 31 st March, 2023	₹2,578,458 Million

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for the grievance redress policy	FY'23		FY'22	
			Number of complaints filed during the year FY'23	Number of complaints pending resolution at the close of the year FY'23	Number of complaints filed during the year FY'22	Number of complaints pending resolution at the close of the year FY'22
Communities	Yes	https://grievance.ongc.co.in	Public Opening: 16 Received: 119	Closed: 104 Pending: 31	Public Opening: 1 Received: 22	Closed: 07 Pending: 16
Investors	Yes	https://ongcindia.com/web/eng/investors/investor-contact	Details provided at Para No. 3.5.5 of Corporate Governance Report			



Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for the grievance redress policy	FY'23		FY'22	
			Number of complaints filed during the year FY'23	Number of complaints pending resolution at the close of the year FY'23	Number of complaints filed during the year FY'22	Number of complaints pending resolution at the close of the year FY'22
Employees and workers	Yes	https:// grievance.ongc.co.in	Employees Opening: 16 Received: 21	Closed: 29 Pending: 8	Employees Opening: 0 Received: 17	Closed: 1 Pending: 16
Customers	Yes	-	Customers Opening: 0 Received: 45	Closed: 41 Pending: 4	Customers Opening: 02 Received: 48	Closed: 48 Pending: 0
Value Chain Partners	Yes	https:// grievance.ongc.co.in	Vendor Opening: 38 Received: 13	Closed: 46 Pending: 5	Vendor Opening: 33 Received: 5	Closed: 0 Pending: 38
Other (ex-employee)	Yes	https:// grievance.ongc.co.in	Ex-employees Opening: 42 Received: 25	Closed: 53 Pending: 14	Ex-employees Opening: 1 Received: 50	Closed: 9 Pending: 42

24. Overview of the entity's material responsible business conduct issues

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Climate Change and Energy Transition	Risk/ Opportunity	Climate change is the most important strategic issue faced by the oil and gas industry in recent years. The risks associated with climate change require a coordinated global effort to reduce greenhouse gas emissions, transition to renewable energy sources, and implement measures to adapt to the changing climate. Given this threat, governments are increasingly enacting policies to mitigate greenhouse gas emissions, and investors in companies are putting increasing pressure on management to show how they will navigate an energy system in transition.	<ol style="list-style-type: none"> ONGC has been preparing strategy to address climate change through the transition to renewable energy and roadmap to achieve Net Zero status for Scope-1 and Scope-2 emission by 2038. ONGC has been investing in R&D for innovation and technology. Collaboration with global and domestic experts, and industries. ONGC's decarbonization strategy is under preparation. 	Negative

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		Climate-related major physical risks arise from rising sea levels and more frequent extreme weather such as cyclones, heat waves, floods, and changing seasonal patterns that adversely impact the company's assets, disrupt the supply chain, and economic performance, and altered consumer demand.		
Energy and Emission Management	Opportunity	The oil and gas industry facing strategic challenges of increasing pressure to decarbonize its value chain to maintain its social license to operate. ONGC makes a continuous effort towards reducing energy consumption, improving efficiency, and reducing carbon emissions to provide sustainable and low-carbon products to their customers. Failure to do so may result in reputational damage, lost revenue, regulatory penalties, etc.	<ol style="list-style-type: none"> 1. ONGC has adopted comprehensive measures and advanced technology for energy and emission management. 2. ONGC is focusing on the reduction of flaring by installation of gas compressors. 3. ONGC has installed energy-efficient LEDs across its establishments. 4. Regular maintenance and technology up-gradation has improved energy efficiency. 5. ONGC has SOPs in place to arrest Pipeline leakages, if any. 	Positive
Waste Management	Risk/ Opportunity	Waste management is a critical issue and moving towards a circular economy can be an alternative. To address any statutory requirement. It is imperative for ONGC to persistently innovate its procedures to actualize its objective of expanding the reuse of its resources and optimizing circularity throughout the supply chain.	<ol style="list-style-type: none"> 1. Adhere to statutory requirements for storage, handling, transport, and disposal of hazardous and non-hazardous waste. 2. E-waste and hazardous waste management plan. 3. E-waste policy contains provision for channeling e-waste through collection center or Recycler or through Designated Service Provider. 	Negative/ Positive
Low Carbon and Sustainable Products	Opportunity	ONGC is in process of developing a robust climate change strategy and is working on a roadmap that will assist the Company in transitioning to a low-carbon entity.	<ol style="list-style-type: none"> 1. Prioritizing sustainable products in the supply chain 2. Emphasis on Carbon Management in operations 	Positive



Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Water Management	Risk	Water management is a key concern for ONGC. Being a responsible company ONGC needs to map and manage the water used across its operations and ensure that the consumption is socially equitable and environmentally sustainable.	<ol style="list-style-type: none"> 1. Investment in sustainable water management practices. 2. Recycling of water across all the operations, wherever feasible. 3. Treatment and disposal of produced water from operations, produced water is re-used and recycled, wherever feasible. 	Negative
Air Quality	Risk	Air quality emissions and their reductions are crucial to achieve.	<ol style="list-style-type: none"> 1. Baseline monitoring of air quality around drill sites, production installations, and other plants. 2. Monitoring of fugitive emissions/hydrocarbon emissions/VOC emission. 3. Reduction in flaring. 4. Cleaner fuel for captive power requirements. 	Negative
Biodiversity and Ecosystem Conservation	Risk	Ecosystem and biodiversity loss can have a significant impact on a Company's reputational risk through activities such as land use for exploration, natural resource extraction amongst others.	<ol style="list-style-type: none"> 1. ONGC submits its conservation plan to the State Wildlife Division, along with designated funds before applying EC to MOEF&CC wherever applicable. 2. The Company conducts Environmental Impact Assessment (EIA) studies prior to initiating operations, and sets aside funds for biodiversity conservation as part of its Environment Management Plan, which includes mitigation measures. 3. ONGC has been consistently making conscious endeavors to uphold the appropriate conservation of flora and fauna throughout its operations. 4. Environment conservation is one of the thrust areas of the Company, which includes ecosystem restoration. 	Negative

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Human Rights	Risk	With extensive supplier footprint spread across the Company's operational facilities, it is important for ONGC to address the issues of quality, safety, environmental, and social aspects such as human rights and fair wages.	<ol style="list-style-type: none"> Human rights policy and multiple mechanisms like appeals and grievance committees for addressing employee issues. ONGC enters into contractual obligations with specific clause related to Human Rights 	Negative
Workforce Competency and Engagement	Opportunity/ Risk	<p>Employees are the key asset of ONGC, and it is critical for the Company to invest in their continuous development.</p> <p>Skilled employees enhance the organization's human capital and contribute to employee satisfaction, which correlates strongly with improved performance.</p>	<ol style="list-style-type: none"> Capacity building and up-grading knowledge and skill of employees through regular training programs. Human rights policy and multiple mechanisms like appeals and grievance committees & addressing such issues. 	Positive/ Negative
Health, safety and security	Risk	ONGC is exposed to a range of HSE risks due to the geographical location and technical complexity of its operations. It has an impact on the company's reputation, financial position, and health and safety of employees, contractors, and communities. ONGC's major HSE risks are threats to life and property due to accidents/ incidents in operating areas and breaches of safety norms/ environmental statutory requirements.	ONGC has a comprehensive Risk management system in place to manage these risks and ensure compliance with regulatory requirements. The mitigating actions are:	Negative



Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			<ol style="list-style-type: none"> 1. ONGC has launched the Project Parivartan initiative which is related to improvement in safety culture resulting in employee engagement and better risk management practices. 2. ONGC provides HSE training to all employees. 3. All workplaces across its operation plants are ISO 9001, 14001 and 45001 certified. 4. ONGC conducts audits regularly to verify the effectiveness of the HSE Management System. 5. ONGC follows safe industry standards and local and international regulations (PNGRB). 6. PME is mandatory for all employees. 	
Disaster Management	Risk	<p>With the severity of the effects of climate change demonstrated through unpredictable weather phenomena such as cyclones, droughts, and heavy rainfall, it is imperative for ONGC to persist in its efforts to plan, organize, coordinate and implement measures for the prevention and mitigation of disasters.</p> <p>Oil industry is also prone to disasters such as blowout, fire explosion in production installation, oil spillage etc.</p>	<ol style="list-style-type: none"> 1. Disaster Management Plan; 2. Emergency response plan; and 3. Oil spill response plan. 	Negative

Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Community Engagement	Opportunity	<p>The Company has been implementing CSR projects through a dedicated team, which is focused on assessing the needs of the community around its operational areas.</p> <ol style="list-style-type: none"> 1. Public Consultation; 2. Address their grievance through RTI and written consent; and 3. Compensation. 	ONGC focusses on socio-economic development of communities through its CSR activities.	Positive
Innovation & Technology Up-gradation	Opportunity	<p>Innovation and technological up-gradation play significant roles in the oil and gas industry. The process of innovation not only affects the financial performance of individual companies but also has a substantial impact on the economy of the nation. Innovation is a core part of ONGC's internal culture and the company's mission. ONGC's main challenge lies in identifying and acquiring the appropriate talent, forging strategic partnerships, and establishing relevant metrics to assess the progress of its innovation efforts.</p>	<p>ONGC has a strong focus on innovation and has invested in research and development activities to develop cutting-edge technologies and processes to improve its operations and reduce costs.</p> <ol style="list-style-type: none"> 1. ONGC Energy Centre (OEC) has collaborative agreements with major universities and research institutes and other external agencies. 2. ONGC always tries to ensure that its technology is cost-effective and compliant with all regulations. 	Positive
Business Ethics and Transparency	Opportunity	ONGC has consistently upheld ethics and integrity as its core values, which have facilitated the establishment of stakeholder confidence and a robust reputation.	ONGC ensures fairness, accountability, responsibility, and transparency through its strong corporate governance practices. The company has implemented effective mechanisms such as an Online Grievance Management System and a Whistle-blower Policy/Vigil Mechanism. Adherence to labour laws, health and safety regulations, non-discrimination, freedom of association, collective bargaining, human rights, contract management, and prevention of sexual harassment (POSH) is mandatory.	Positive



Material Issue Identified	Indicate whether risk or opportunity	The rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Compliance with legal and regulatory environment	Risk	Adapting changes in the regulatory environment, licensing processes, and timelines poses challenges for businesses, especially with regard to maintaining compliance and avoiding legal violations. To ensure that ONGC meets the necessary standards and stays within regulatory boundaries, the company aligns its performance objectives with the compliance requirements.	By implementing measures, ONGC mitigates compliance risks and operates in a more ethical and responsible manner. <ol style="list-style-type: none"> 1. ONGC has a robust compliance management system that includes policies, procedures, and guidelines. 2. ONGC's commitment to ethical and responsible business practices enhances the company's reputation and attracts new customers and investors. 3. ONGC focuses on meeting the requirements of compliance. 4. ONGC conducts third-party audits to assess the company's compliance with stipulated laws and regulations. 	Negative
Crisis and Risk Management	Risk	Crisis and risk management is the process of identifying, assessing and managing threats to ONGC's capital and earnings. These risks stem from a variety of sources including financial uncertainties, geopolitical scenarios, legal liabilities, technology issues, strategic management errors, accidents, and natural disasters.	The Company has a robust Risk Management system. The effective risk framework and Risk portfolio are periodically monitored by the Risk Management Committee, Audit Committee, and the Board. Also identify any new risks that may impact its ability to create value over the long run.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBCs) as prescribed by the Ministry of Corporate Affairs advocates the following nine principles referred to as P1 to P9.

P1 - Business should conduct and govern themselves with Ethics, Transparency and Accountability;

P2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle;

P3 - Businesses should promote the wellbeing of all employees;

P4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized;

P5 - Businesses should respect and promote human rights;

P6 - Business should respect, protect, and make efforts to restore the environment;

P7 - Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner;

P8 - Businesses should support inclusive growth and equitable development; and

P9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	c. Web Link of the Policies, if available	https://www ONGC India.com/wps/wcm/connect/en/investors/policies/								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes								
4	Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 50001:2011, ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 50001:2018, ISO 37001:2016								
5	Specific commitments, goals, and targets set by the entity with defined timelines, if any.	ONGC proposes to spend ₹1 trillion on green initiatives by 2030 to reduce carbon footprint as part of a broader effort to achieve net zero (Scope-1 and Scope-2) emissions by 2038, ONGC plans to augment Renewable Energy portfolio of 10 GW by 2030 and 1 Million tonnes per annum capacity of green ammonia production.								



6	Performance of the entity against the specific commitments, goal, and targets along with reasons in case the same are not met.	The total installed capacity of renewable energy as on 31 March 2023 was about 189.53 MW (Solar: 36.53 MW and Wind: 153 MW). Towards the above goal, the Company is continuously increasing its presence in Renewable Energy. Also, suitable locations are being identified at various work centers, to install around 100 MW solar power plant in the near term. Company is exploring the feasibility of offshore wind power to further its Net Zero aspirations. The company has signed a MoU for renewable energy projects of 5 GW in Rajasthan and is scouting for another project with the same capacity.
Governance, Leadership, and Oversight		
7	Statement by Director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements	<p>ONGC, as a leading organization in the energy sector, recognizes the importance of environmental, social, and governance (ESG) aspects and is dedicated to the betterment of its stakeholders. With a strong commitment to becoming a Net Zero organization by 2038, ONGC has already taken significant strides towards sustainability. However, the energy transition poses challenges, and the company is actively working on a roadmap to strengthen its commitment to a greener future. ONGC has set ambitious targets to drive its sustainability efforts, including achieving an installed renewable energy (RE) capacity of 10 gigawatts (GW) by 2030. Additionally, the Company aims to source 50% of its energy from renewable sources by 2030, demonstrating its dedication to cleaner and more sustainable energy solutions.</p> <p>To support its sustainability goals, ONGC has developed an internal hydrogen roadmap and actively seeks opportunities in the field of renewable energy. The Company is also prioritizing Carbon Capture, Utilization, and Storage (CCUS) as a major lever for decarbonization. By exploring partnerships and initiatives related to CO2 storage and enhanced oil production from mature fields, ONGC aligns its operations with sustainable practices and strengthens its competitive edge. These efforts not only contribute to environmental stewardship but also position ONGC as an industry leader driving the energy sector towards a greener future.</p> <p>Looking ahead, ONGC remains committed to investing in cutting-edge technology and innovation to optimize operations and enhance the efficiency of its manufactured capital. The Company's proactive approach to sustainable growth ensures that it remains at the forefront of the industry, solidifying its position as a leader while contributing to a greener and more sustainable future.</p>
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Arun Kumar Singh - Chairman & Chief Executive Officer (CEO)
9	Does the entity have a specified Committee of the Board/Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.	ONGC has a dedicated Carbon Management & Sustainability Group, which is headed by Director (Exploration).

10 Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	--	Y	Y	Periodically								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	--	Y	Y	Periodically								
11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency										P	P	P	P	P	P	P	P	P
										1	2	3	4	5	6	7	8	9
										Being a responsible PSU, ONGC follows all policies in real working conditions. ONGC operations are audited annually by both internal and external agencies.								

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programs on any of the principles during the financial year:

In line with Clause 3.7 of the Guidelines on Corporate Governance for Central Public Sector Enterprises, 2010, issued by Government of India, Department of Public Enterprises and requirement of regulation 25 (7) of the Listing Regulations with regard to training of Directors, the Company has following training policy for non-Executive Directors:

- Induction Training/ familiarization program;
- External Training: Non-Executive Board members are eminent personalities having wide experience in the field of social, business, education, industry, commerce and administration. Their presence on the Board is advantageous and fruitful in arriving at strategic decisions. The training policy of Directors and the details of familiarization/ training programs organized are available at web-link: <https://www.ongcindia.com/wps/wcm/connect/en/investors/independent-director/>

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BODs) – Independent Directors	2	Orientation & Familiarisation Programs & Corporate Governance	100.00
Employees other than BODs	926	Skill Based Trainings, Mines Vocational Training, First Aid Training, Fire Fighting Training, Health and Safety Trainings	97.53



2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.

a. Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	Nil	-	-
Settlement	-	-	Nil	-	-
Compounding fee	-	-	Nil	-	-
b. non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	Nil	-	
Punishment	-	-	Nil	-	

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Refer to Note No. 24.4 of Standalone Financial Statements.

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes, ONGC has an anti-bribery policy. All the policies relating to ethics, bribery and corruption are “inclusive” and covers Company as well as its employees and all other external stakeholders. The Company, being a listed Public Sector Enterprise, conducts and governs itself with Ethics, Transparency and Accountability as per the policies mandated by Department of Public Enterprises (DPE), Guidelines on Corporate Governance, SEBI (Listing Obligations and Disclosure Requirement) Regulations, 2015 and other applicable guidelines and policies of the Govt. of India.

The Company has following policies or guidelines which aid Ethics, Transparency and Accountability in conduct of its operations:

- Code of Conducts for Directors and Senior Management Personnel;
- Book of Delegated Powers;
- Manuals, such as, Integrated Materials Management Manual, Finance Manual, CSR Manual, etc.
- Risk Policy containing risk framework and register containing identified risk areas and its mitigation plans, managed and monitored by an independent Enterprise Risk Management Cell (ERM)

The Company has Audit Committee which has Terms of Reference, which inter-alia, includes review the findings of any internal investigations by the internal auditors or the findings of statutory auditors/ any other agency into matters where there is suspected fraud or irregularity or a failure of internal control systems of a material nature and report the same to the Board.

The Company has vigil mechanism independently managed by Vigilance department, headed by a Senior Government of India official, who reports to an independent statutory body. The department has units spread across the organization at various Assets, Basins and Plants constantly ushering transparency, efficiency and integrity and best corporate practices in the working of the organization.

The Company has a Whistle Blower Policy meant to provide a channel to the Employees and Directors

to report genuine concerns about unethical behaviour, actual or suspected fraud within the organization.

In addition, the Company is signatory to the Integrity Pact (in association with Transparency International) which is signed with bidders (prospective vendors) to enable them to raise any issues with regard to tenders floated from time to time. The Company is the first among Indian companies to introduce signing of the Integrity Pact. People of high repute and integrity are appointed as Independent External Monitors to oversee implementation of the said Integrity Pact with the bidders.

Above details and related information is suitably placed at the ONGC Internal portal <https://reports.ongc.co.in/>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

There was no disciplinary action taken against any director, KMPs, Employees and worker in FY'23.

Category	FY'23	FY'22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest:

There was no disciplinary action taken against any director, KMPs, Employees and worker in FY'23.

Topic	FY'23	FY'22
	Number	Number
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable

LEADERSHIP INDICATORS

1. Awareness programs conducted for value chain partners on any of the Principles during the financial year:

The Company conduct various programs to create awareness for value chain partners and to strengthen the integration of sustainability into its business practices. These include Customer and Employee Feedback Surveys, Annual General Meeting (AGM), Investor Meetings, Marketing Meets, Vendor Meets, and ESG Engagements.

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

Yes, the Company is governed by the provisions of the Companies Act, 2013 and the SEBI (LODR) Regulations, 2015, which has provisions w.r.t. Related Party Transactions and the Company complied with these provisions. Further, the Company has a Code of Conduct in place for the Board of Directors and Senior Management (link <https://ongcindia.com/web/eng/investors/policies>),- which also provide for conflict, which may arise during its business activities. According to the Code of Conduct, the Board is required to scrupulously avoid 'conflict of interest' with the company. It states to "use their prudent judgment to avoid all situations, decisions or relationships which give or could give rise to conflict of interest or appear to conflict with their responsibilities within the Company". Further, Directors also submit



their declaration(s) providing details of relatives/ related parties as per requirements of the Companies Act, 2013.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

ESSENTIAL INDICATORS

1. Percentage of R&D and capital expenditure (Capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and Capex investments made by the entity, respectively.

Type	FY'23 (₹ in Million)	FY'22 (₹ in Million)	Details of improvement in social and environmental aspects
Research & Development (R&D)	5,424	5,133	ONGC R&D is focusing on emerging technological solutions to climate change and its mitigation -hydrogen generation, solar power, helium extraction from natural gas, biotechnology, geothermal, and more are focus areas.
Capital Expenditure (CAPEX)	302,084	277,413	ONGC Capex is focused on technological advancement, energy efficiency, safety features, and innovation.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

No

b. If yes, what percentage of inputs were sourced sustainably?

Not Applicable

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Product recycling is not practiced in this sector. The product portfolio consists mainly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc.), which cannot be recycled.
b. E-Waste	
c. Hazardous Waste	E-Waste: ONGC has corporate E-waste policy accordingly e-waste is handled. Hazardous Waste: Hazardous waste such as oily sludge, oil recovery followed by bioremediation is done, spent oil and burnt oil is sold to authorized recyclers/re-processors.
d. Other Waste	All Non-hazardous wastes are properly stored and sold to recyclers.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable.

LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for the manufacturing industry) or for its services (for the service industry)? If yes, provide details in the following format.

NIC code	Name of Product/ Service	% of total Turnover contributed	The boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by an independent external agency (Yes/ No)	Results communicated in the public domain (Yes/ No) If yes provide web-link
061	Crude Oil	63.14	-	No	No
062	Natural Gas	22.93			
192	Liquefied Petroleum Gas	3.40			
-	Other Products	10.53			

2. If there are any significant social or environmental concerns and/or risks arising from the production or disposal of your products/services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Life Cycle Assessment to identify list of environmental & social concerns / risks is yet to be carried out.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Product recycling is not practiced in this sector. The product portfolio consists majorly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc.) which can't be recycled.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY'23			FY'22		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	Product recycling is not practiced in this sector. The product portfolio consists mainly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc.), which cannot be recycled.					
E-waste						
Hazardous waste	There are numerous types of waste and disposal of waste is carried through authorized recyclers. The data of the same is captured in BO Module of SAP.					
Other waste						
	93,151 MT of oil sludge & oil mix soil was bio-remediated to convert into non-hazardous waste for safe disposal.					

5. Reclaimed products and their packaging materials (as a percentage of products sold) for each product category.

Product recycling is not practiced in this sector. The product portfolio consists majorly of crude oil, natural gas and value-added products (LPG, Naphtha, C2-C3, kerosene oil, SKO etc.) which can't be recycled.



PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	23,961	23,961	100	23,961	100	0	NA	23,961	100	23,961	100
Female	2,032	2,032	100	2,032	100	2,032	100	NA	NA	2,032	100
Total	25,993	25,993	100	25,993	100	2,032	7.80	23,961	92.20	25,993	100
Other than Permanent Employees											
Male	524	524	100	524	100	0	NA	NA	NA	NA	NA
Female	12	12	100	12	100	12	100	0	NA	NA	NA
Total	536	536	100	536	100	12	2.24	NA	NA	NA	NA

ONGC has in-house medical facilities at its Health Centres/Hospitals for all regular employees. ONGC also has empanelled doctors and hospitals at all the work-centres. Therefore, separate health insurance policy has not been obtained.

As part of ONGC Composite Social Security Scheme (CSSL), additional financial support is extended in case of work-related accident while on duty.

Maternity leave up to 26 weeks is allowed in ONGC. In addition to the maternity leave of twenty six weeks, leave of the kind due and admissible (including leave not due and commuted leave not exceeding 60 days without production of medical certificate) for a period up to one year or till such time the child is one year old, whichever is earlier can be granted. A female employee who legally adopts a child below the age of three months or a commissioning mother is entitled to maternity leave for a period of twelve weeks from the date the child is handed over to the adopting mother or the commissioning mother, as the case may be.

In ONGC, a male employee with less than two surviving children is granted paternity leave for a period of 15 days during the confinement of his wife. Paternity leave is granted up to 15 days before, or up to six months from the date of delivery of the child. Paternity leave is also given to a male employee with less than two surviving children, on valid adoption of a child below the age of one year, for a period of 15 days within a period of six months from the date of valid adoption.

Crèche facilities (Day Care Facility) in ONGC is provided for employees, male and female, having pre-school or primary school going children at office premises or near office premises

b. Details of measures for the well-being of workers:

The Company ensures compliance with various labour legislations such as Payment of Wages Act 1936, Minimum Wages Act 1948, Equal Remuneration Act 1976, Industrial Disputes Act 1947, Employees State Insurance Act 1948, Employees Provident fund and Miscellaneous Provisions Act 1952, Contract Labour (R&A) Act, 1970, Child Labour (Prohibition and Regulation) Act 1986 etc. As a responsible principal employer, the Company ensures that contract labours are treated fairly as per law and for any complaints or disputes, the contractor is advised to settle the issue in accordance with the law.

Various in-house policies like service rules, leave rules, gratuity rule, CPF rules, HBA (House Building Advance), Conveyance Advance, Education loans also confirm to Human Rights values. The Company has also implemented Fair Wage Policy for contractors' workers to provide them wages over and above the minimum wages and other statutory and non-statutory benefits.

2. Details of retirement benefits, for Current FY and Previous Financial Year:

The Company makes fixed provident fund contributions to a separate trust, which invests the funds in permitted securities. The obligation of the Company is to make such fixed contribution and to ensure a minimum rate of return to the members as specified by Gol. As per the report of the actuary, overall interest earnings and cumulative surplus is more than the statutory interest payment requirement.

Defined contribution plans

Employee Benefit under defined contribution plans comprising Contributory Provident Fund (CPF), Post Retirement Benefit Scheme (PRBS), Employee Pension Scheme-1995 (EPS), Composite Social Security Scheme (CSSS) etc. is recognized based on the undiscounted number of obligations of the Company to contribute to the plan. The same is paid to a fund administered through a separate trust.

Defined benefit plans

Defined employee benefit plans comprising of gratuity, post-retirement medical benefits and other terminal benefits, are recognized based on the present value of defined benefit obligation, which is computed using the projected unit credit method, with actuarial valuations being carried out at the end of each annual reporting period. The Company contributes all ascertained liabilities with respect to gratuity and un-availed leave to the ONGC's Gratuity Fund Trust (OGFT) and Life Insurance Corporation of India (LIC), respectively. Other defined benefit schemes are unfunded.

Benefits	FY'23			FY'22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	-	Y	100	-	Y
Gratuity	100	-	Y	100	-	Y
ESI	-	-	-	-	-	-
Others-Please Specify	-	-	-	-	-	-

3. Accessibility of workplaces: Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Except in locations of Hazardous operations, all other areas which are considered safe for differently abled persons, have been made accessible for persons with disability by incorporating adequate infrastructure as per norms.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy.

Equal Opportunity Policy of ONGC, in accordance with The Rights of Persons with Disabilities Act, 2016, has been approved by the Competent Authority. The Policy has been submitted for registration. Further, the Company has implemented a number of women friendly and PWD oriented policies and facilities. To encourage their participation, various programmes for women empowerment and development, including initiatives on gender sensitisation have also been organised across the Company. ONGC is following the provision under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including the constitution of Internal Complaints Committees (ICC) for dealing with complaints of sexual harassment of women in workplace.



5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Return to work rate (in %)	Retention Rate (in %)
Permanent Employees		
Male	100	100
Female	100	100
Total	100	100

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Category	Yes/No	Details of the mechanism in brief
Permanent Employees	Yes	Yes. A structured four tier Grievance Management System is in place in the Company to address employee grievances related to policy/ policies. Employee(s) concerned have rights to submit grievance to the Sectional In-charge, Key Executive and the Appeals Committee. Appeals Committee has outside professionals as members and is empowered to suggest measures to prevent similar grievances in future. CMD takes the final decision in totality on the grievance of the employee with inputs from Director (HR), if required.
Other than permanent Employee		ONGC has also introduced E-Grievance handling mechanism for quick redressal of grievances, which can be assessed with the link https://grievance.ongc.co.in/

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Yes.

A. Executive Cadre: The Association of Scientific and Technical Officers (ASTO) has been recognized to represent the issues related to the executives.

B. Non-Executive Cadre: There are twelve Recognized Unions as under:

- i. Oil & Natural Gas Corporation (WOU) Karmachari Sanghatana, Mumbai
- ii. ONGC Employees Association, Kolkata
- iii. Petroleum Employees Union, Chennai
- iv. Petroleum Employees Union, Karaikal
- v. Petroleum Employees Union, Rajahmundry
- vi. Petroleum Employees Union, Ahmedabad
- vii. ONG Mazdoor Sangh, Ankleshwar
- viii. ONGC Employees Mazdoor Sabha, Mehsana
- ix. ONGC Purbanchal Employees' Association, Sivasagar/Jorhat
- x. ONGC Staff Union, Dehradun
- xi. ONGC Employees' Union of Tripura, Agartala
- xii. Trade Union of ONGC Workers, Silchar

Besides above, All India SC/ST Employees Welfare Association and All India OBC/MOBC Employees Welfare Association are also recognized by the Company to represent the specific employee groups/ categories.

Category	FY'23			FY'22		
	Total employees / Workers in respective category (A)	No. of employees / Workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / Workers in respective category (C)	No. of employees / Workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	25,993	23,561	90.64	27,165	24,718	90.99
Male	23,961	21,682	90.49	25,121	22,864	91.02
Female	2,032	1,879	92.47	2,044	1,854	90.70

8. Details of training given to employees and workers:

ONGC has always worked towards creating a learning-driven work culture. It consistently encourages its employees to participate in the training workshops to sharpen their personal and technical competencies.

a. Details of Skill training given to employees and workers.	Category	FY'23			FY'22		
		Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D/C)
	Permanent Employees						
	Male	23,961	14,438	60.26	25,121	14,767	58.78
	Female	2,032	1,619	79.68	2,044	1,604	78.47
	Total	25,993	16,057	61.77	27,165	16,371	60.27
b. Details of training on Health and Safety given to employees and workers.	Category	FY'23			FY'22		
		Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D/C)
	Permanent Employees						
	Male	23,961	8,909	37.18	25,121	7,099	28.26
	Female	2,032	386	18.99	2,044	87	4.26
	Total	25,993	9,295	35.76	27,165	7,186	26.45



9. Details of performance and career development reviews of employees and worker:

Category	FY'23			FY'22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a performance review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a performance review (D)	%(D/C)
Permanent Employees						
Male	23,961	23,961	100	25,121	25,121	100
Female	2,032	2,032	100	2,044	2,044	100
Total	25,993	25,993	100	27,165	27,165	100

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No) What is the coverage of such system?	<p>Yes, the Company has a comprehensive Health, Safety, and Environment (HSE) strategy in line with its vision and mission. To ensure that the plants and equipments are safe, dependable, secure, and efficient to operate so that accidents are minimised, ONGC has a well-placed Quality, Health, Safety, and Environment (QHSE) Management system, based on ISO 9001, ISO 14001, and ISO 45001 certifications at all its installations.</p> <p>On the health front, the Company conducts an annual health medical check-up for all its employees in compliance with the requirements stated under The Mines Act and PME Policy. Across all its facilities, ONGC has empanelled hospitals that are manned with doctors 24x7, trained nursing staff and a panel of specialist consultants.</p> <p>Coverage: 100%</p>
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<p>The procedure for identification of work related hazards, evaluation of the risk, identification of the control and structured documentation of the result in form of Risk Register is carried out broadly in accordance with guidelines of ISO 17776: 2000. The exercise of Hazard identification, Risk assessment and development of the Risk Register is an ongoing process which is carried out by a group of personnel having requisite knowledge and experience of the working of operations as well as the Hazard Identification and risk assessment techniques at all work centres.</p>
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY'23	FY'22
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)	Employees	0.285	0.435
	Workers	0.303	1.807
Total recordable work-related injuries	Employees	0.603	0.501
	Workers	0.587	1.840
No. of fatalities	Employees	4	1
	Workers	2	87
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

The very nature of oil and gas handling, storage and transportation involved during E&P operations in the upstream sector tend to increase the risk of exposure to various hazards leading to a situation of risk and uncertainty in our day to day business activities. This calls for a co-ordinated and continuous effort towards reduction of potential losses and optimizing of revenue through the effective functioning of a Health and Safety Management System. The system aims at protection of the organization's most valuable resources – People, Equipment and Environment. To achieve this ONGC, had initiated the journey of 'Project PARIVARTAN with M/s DNV. As a part of this PARIVARTAN journey the existing safety systems at ONGC are being scrutinised to check fit for purpose and will be subsequently enhanced and / or new systems / processes introduced as per international best practices.

Project PARIVARTAN, which kickstarted with Organization wide Safety Perception Survey to quantitatively measure employees' feel about current safety policies, procedures and safety culture. Based on the study, gap analysis was carried out for improvement and suggested roadmap to achieve recommendations thus provided. As these recommendations have been developed into syndicates having Key Executives as its members, there is a timeline to complete these recommendations. Every quarter a HSE review meet is being held to review the progress of the Project PARIVARTAN.

ONGC has built necessary skills and knowledge to carry out implementation of recommendations, holding hands with interactive capacity building workshops and seminars. The Consultant shall train around 200 officers across the organization who will further be able to monitor and suggest improvements in future. This implementation shall be on war footing to gear up for bring the paradigm change in safety culture.

Further, 3000 employees to be trained which includes Top management, Middle Management and Frontline Management along with employees trained in Safe Behaviour Management. Safe Behaviour Management is described as a bottom-up approach (frontline employees), with top-down support from safety leaders. ONGC is moving towards behaviour-based safety approach which promotes interventions that are people-focused and often incorporate one-to-one or group observations of employees performing routine work tasks, setting goals carefully and giving timely feedback on safety-related behaviour, coaching and mentoring. The initiatives have a proactive focus, encouraging individuals and their work groups to consider the potential for incident involvement, (accidents) and to assess their own behaviour as safe or unsafe always.

Safety Management system of ONGC is guided by HSE Management Manual which encompasses 'best practices approach' towards occupational health risks, occupational safety risks, process safety risks, environmental risks, business processes risks and task risks, and management activities including leadership, planning, human resources, statutory compliance, training and competence, communication and HSE promotion, asset integrity management, contractor HSE management, emergency preparedness, incident reporting and investigation and management review of results.

On the health front, the Company conducts an annual health medical check-up for all its employees in compliance with the requirements stated under the Mines Act and PME policy. Across all its facilities,



ONGC has arranged hospitals that are manned with doctors 24x7, trained nursing staff and a panel of specialist consultants. To strengthen its safety plan and regulations, the Company is augmenting safety awareness among its employees, which further eliminates the occurrence of any incident.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of employees (Y/N) –

Yes, under Composite social security scheme which is contributory in nature, beneficiaries are entitled to avail compensation in the event of death.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

(i) ONGC ensures payment of wages and contribution towards social security scheme as envisaged by the applicable laws. ONGC ensures that the contractor pays its workmen applicable minimum wages, plus additional wage as applicable under settlement/understanding or orders by competent labour authorities.

(ii) ONGC has drafted a 'Model Tender and Agreement' document which inter alia has provisions for ensuring the compliance of various statutory provisions of the Contract Labour (R&A) Act, 1970 and other applicable laws. The Principal Employers have been sensitized through special Workshops which are organised periodically at work-centre and HQ level to ensure compliance of statutory provisions of the law.

(iii) Detailed guidelines have been issued and copies provided to each Principal Employer clearly explaining the responsibilities, statutory obligations of Contractors and the Do's and Don'ts while managing outsourced operations.

(iv) Guidelines have been issued to ensure that wage payment is made through cheques or direct bank credit through NEFT/RTGS. This has ensured that wages are paid in full and in time. The Contractor is required to supply a photo copy of the transaction endorsed by the Bank concerned to the Principal Employer along with the monthly bill. The minimum wages notified by the Government every six months is provided to the Principal Employers and through them to the Contractors for compliance.

(v) Contractors providing services to ONGC are required to possess independent PF Code No and ESI Code No. (wherever applicable) before they bid for the tender. It is a mandatory requirement as part of the Bid Evaluation Criteria (BEC) in ONGC.

(vi) Regular internal HR/IR Audits at establishments/work centres are carried out to monitor compliances of labour laws.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY'23	FY'22	FY'23	FY'22
Employees	Nil	Nil	Nil	Nil
Worker	Nil	Nil	Nil	Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes, All employees undergoing retirement are given training on Planning for Superannuation.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all their stakeholders

ESSENTIAL INDICATORS

1. Describe the processes for identifying key stakeholder groups of the entity:

There are majorly four steps to identify key stakeholders:

- Listing of all probable stakeholders
- Determining the impact on operations/business of ONGC
- By understanding their need and purpose in relation to operations/business of ONGC
- Prioritize and identify key Stakeholders

The Company has following major identified internal and external stakeholders:

- Government of India and states government, where ONGC operates
- Statutory bodies and regulators
- Shareholders and investors
- Employees
- Suppliers and value chain partners
- Joint venture and subsidiaries companies
- Local communities in operational areas
- Business associations like CII, FICCI etc.

The Company uses several mechanisms to maintain regular communication with stakeholder groups and strengthen the integration of sustainability into its business practices. These include Customer Grievance Mechanisms, Customer and Employee Feedback Surveys, Annual General Meeting (AGM), Investor Meetings, Marketing Meets, Vendor Meets, and ESG Engagements.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> • Employee Web portals • Corporate emails • MySpace • Grievance Mechanisms • Welfare Associations such as WDF, RWAs, EWCs • Regular bilateral meetings with employee unions and associations 	As and when required	<ul style="list-style-type: none"> • Health and Safety • Human Rights • Welfare measures



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> Engagement Meets; Structured engagement through Crude Oil Sales Agreement (COSA) and Gas Sale Agreement (GSA); Regular/ periodic meetings with B2B partners and external stakeholders meet. 	Regular as well as need based engagements	<ul style="list-style-type: none"> To convey disruptions in supply, Gas Nominations, new tenders, addressing concerns raised by customers, information of new policies; Prompt resolution of customer complaints Quality and pricing of products.
Suppliers	No	<ul style="list-style-type: none"> Group meetings/Vendor Meet Corporate website Press releases/press conference 	As and when required	<ul style="list-style-type: none"> Entry into new markets; Corporate governance and anti-corruption; On-time payments Preference towards local suppliers/MSMEs.
Investors	No	<ul style="list-style-type: none"> Investor and Analyst meets Annual General Meeting Investor Conferences Corporate website Press releases/press conference 	As and when required	<ul style="list-style-type: none"> Financial performance; Risk Management; Corporate governance and anti-corruption; ESG performance.
Regulatory Bodies	No	<ul style="list-style-type: none"> Structured engagement through meetings with administrative representatives MoPNG, DPE, HI & PE, DGH, DGMS, OISD, OADB, SEBI, Stock Exchanges etc. Meetings with the Central and State Pollution Control Boards, MoEF&CC 	As and when required	<ul style="list-style-type: none"> Obtaining statutory clearances/approvals and submission of compliances. Audits and site visits Investigations of incidents
Community	Yes	<ul style="list-style-type: none"> Participating in collaborative activities with NGOs Roundtable conferences with residents Inviting local communities to ONGC's events 	As and when required	<ul style="list-style-type: none"> Social concerns of communities in the operational areas Expenditure on CSR for infrastructure development and community upliftment Need assessment

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

ONGC has always prioritized regular stakeholder interactions that build healthy and long-lasting partnerships, foster mutual trust and generate value. To ensure that all relevant stakeholders are included in decision-making, the Company has a structured process for identifying internal and external stakeholders who impact or are impacted by the organization's operations in the short, medium and long-term, either directly or indirectly. The Company uses several mechanisms to maintain regular communication with stakeholder groups and strengthen the integration of sustainability into its business practices. These include Customer Grievance Mechanisms, Customer and Employee Feedback Surveys, Annual General Meeting (AGM), Investor & Analyst meetings, Marketing Meets, Vendor Meets, and ESG Engagements. In order to ensure effective consultation between stakeholders and the Board on economic, environmental, and social topics, ONGC employs a process where feedback from consultations is provided to the Board through delegation, and the key issues and takeaways of stakeholder discussions are communicated to the Board for consideration and decision-making.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, stakeholder consultation is utilized by ONGC to support the identification and management of environmental and social topics. Inputs received from stakeholders on these topics are incorporated into the policies and activities of the company through various mechanisms such as public consultations, stakeholder engagement forums, and collaborative partnerships. ONGC values the perspectives and concerns raised by stakeholders and strives to integrate them into decision-making processes, ensuring a more inclusive and sustainable approach to environmental and social management. Stakeholder meet held on 16th- 17 March 2023 to ascertain ESG materiality issues.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

ONGC CSR policy covers CSR Projects / Programs within the geographical limits of India, preferably towards the benefit of marginalized, disadvantaged, poor and deprived sections of the community and the environment. This way the ultimate objective is to reach the bottom of the pyramid in our demographic strata and touch their lives in a positive manner. Thus, while ONGC has engaged in serving the society through various welfare measures since its inception, it has now adopted a more structured approach in undertaking such welfare measures. Many projects related to infrastructure development, education and healthcare have been undertaken in remote areas mainly populated with disadvantaged groups. The Company has carried out baseline survey and need assessment around a few of our areas of operation to have greater insight into the needs of the community through structured interactions and feedbacks.

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

During FY23, 42 training program was conducted on Human Right Issues, total 1309 officers participated in the training program.



2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY'23			FY'22		
	Total (A)	More than Minimum Wage		Total (D)	More than Minimum Wage	
		No. (C)	% (C / A)		No. (F)	% (F / D)
Employees						
Permanent						
Male	23,961	23,961	100	25,121	25,121	100
Female	2,032	2,032	100	2,044	2,044	100
Other than Permanent						
Male	524	524	100	558	558	100
Female	12	12	100	15	15	100

3. Details of remuneration/salary/wages, in the following format:

Details of remuneration paid to Directors (including Independent Directors) are provided at para 3.5 of the Corporate Governance Report and details of other than Directors are provided below:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category (in ₹)	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	Please refer para 3.5 of the Corporate Governance Report containing remuneration of whole-time directors and sitting fees paid to Independent Directors.			
Key Managerial Personnel (CS)	01	6,608,512	-	-
Employees other than BoD and KMP	23,960	3,078,152	2,032	2,907,479

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

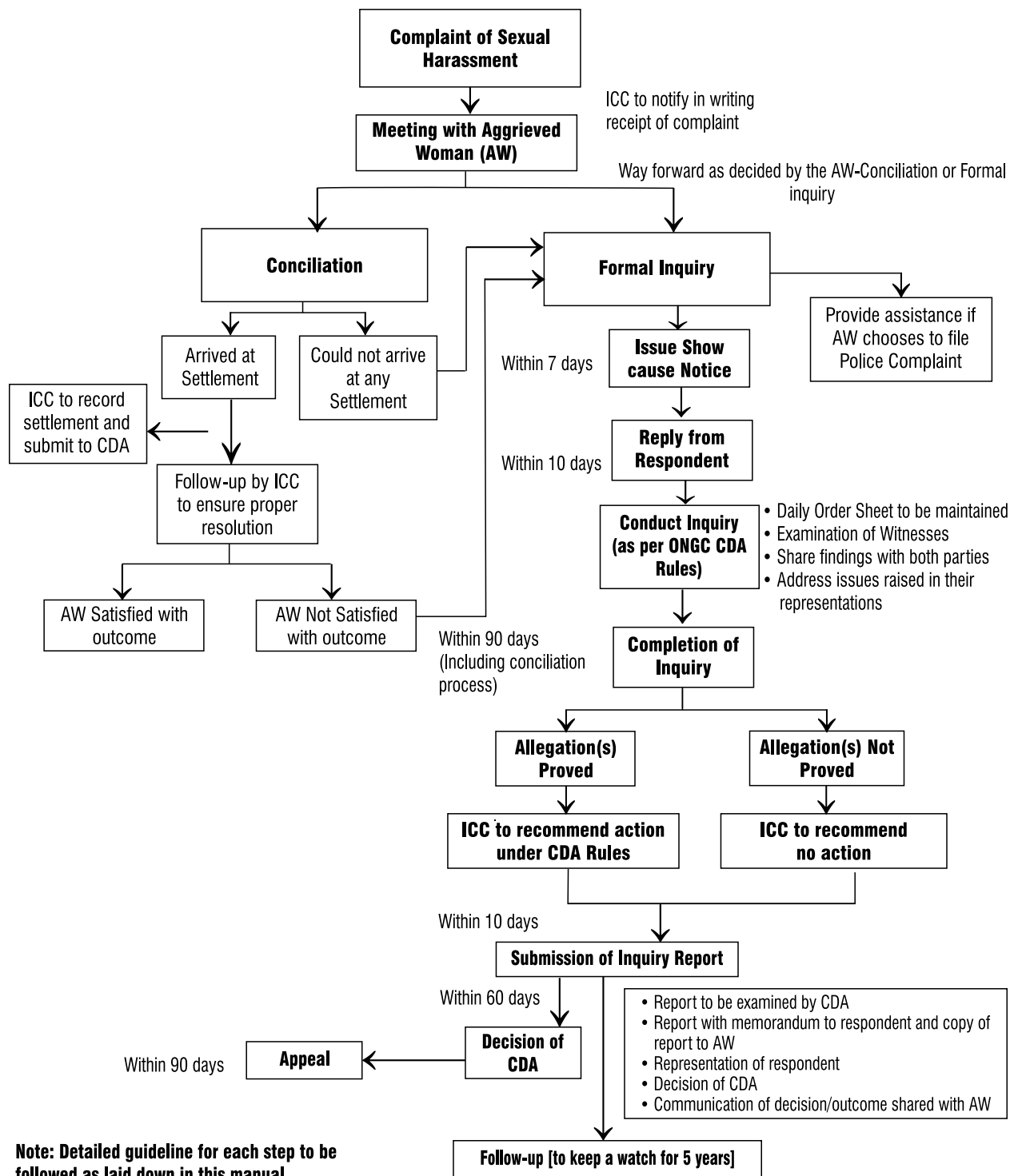
Yes, across ONGC Group, systems and processes are in place in a manner that minimizes human rights violations in operations as well as supply chain. ONGC also promote the provision of effective grievance mechanisms by business partners, including suppliers and contractors and has an independent Chief Vigilance Officer who reports to the Central Vigilance Commission, Govt. of India.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Appropriate systems and mechanisms with time bound process for redressal, such as Grievance Management System, Safety Committees, Internal Complaints Committee, Whistle-blower Policy etc. are in place to allow for resolution of the issues raised under Human Rights policy.

There are well-established policies and practices in place such as the Online Grievance Management System, Whistle Blower Policy/ Vigil Mechanism, including strict compliance to laws, rules, and regulations, such as labour rights, health and safety, non-discrimination, freedom of association and collective bargaining, human rights disciplinary practices, contract management, and Prevention of Sexual Harassment, amongst others. ONGC also has an independent Chief Vigilance Officer who reports to the Central Vigilance Commission, Govt. of India. There is dedicated mechanism in ONGC for POSH. Details for the mechanism are as follows:

Mechanism in ONGC for POSH





6. Number of Complaints on the following made by employees and workers:

	FY'23		FY'22	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	06	02	04	0
Discrimination at workplace	-	-	-	-
Child Labour	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-
Wages	-	-	-	-
Other human rights related issues	-	-	-	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Special Leave can be granted upto 90 days to an aggrieved female employee during the pendency of the inquiry under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The leave so granted is not debited against the leave account.

Compliance is ensured with all applicable regulations related to human rights such as the Payment of Wages Act, 1936; Minimum Wages Act, 1948; Equal Remuneration Act, 1976; Industrial Dispute Act, 1947; ESI Act, 1948; Employees Provident fund and Miscellaneous Act, 1952; The Contract Labour (Regulation and Abolition) Act (CLRA), 1970; Child Labour (Prohibition and Regulation) Act, 1986. As a responsible principal employer, ONGC Group ensures that contractual labour is treated fairly, and immediate corrective actions are taken in response to any complaints or disputes. In accordance with the SHWW (PPR) Act 2013 and ONGC's guidelines for dealing with complaints of sexual harassment, Internal Complaints Committees (ICC) are functional at each work centre of ONGC. An aggrieved woman can submit her complaint in writing to the Internal Complaints Committee of her work center. There is dedicated mechanism in ONGC for POSH. Refer to Question No. 5 of Principle 5 for mechanism.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, the Human Rights aspect of ONGC extend to suppliers and contractors of the Company.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	The Company ensures compliance with applicable labour practice laws, including child labour and human rights issues.
Forced/involuntary labor	
Discrimination at workplace	
Wages	
Others	

10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

Not Applicable

LEADERSHIP INDICATORS

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

ONGC has also introduced E-Grievance handling mechanism for quick redressal of grievances, which can be assessed with the link <https://grievance.ongc.co.in/>.

2. Details of the scope and coverage of any Human rights due diligence conducted.

Due diligence is conducted by the Company as stipulated under the applicable rules and regulations. This policy applies to ONGC and ONGC Videsh (herein collectively referred to as "Company"). This policy shall act as an advisory for the independent contractors and business partners, who are associated with the 'Company', to uphold and adopt the principles enshrined in this policy.

Coverage:

- Equal Opportunity, Non-Discrimination, Diversity and Inclusion.
- Prevention of Harassment
- Freedom of Association
- Labour Standards
- Safe and healthy workplace
- Prohibition of Child Labour and Forced Labour
- Right to Privacy
- Anti-Corruption
- Local Community / Stakeholder engagement
- Right to Development

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Except in locations of Hazardous operations, all other areas which are considered safe for differently abled persons, have been made accessible for persons with disability by incorporating adequate infrastructure as per norms.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	The Company ensures compliance with applicable labour practice laws, including child labour and human rights issues, throughout its supply chain.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others	

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

The Company ensures fair pay, which is at least the minimum wage or the appropriate prevailing wages, whichever is higher, to comply with all legal requirements on wages. Compliance is ensured with all applicable regulations related to human rights such as the Payment of Wages Act, 1936; Minimum Wages Act, 1948; Equal Remuneration Act, 1976; Industrial Dispute Act, 1947; ESI Act, 1948; Employees Provident fund and Miscellaneous Act, 1952; The Contract Labour (Regulation and Abolition) Act (CLRA), 1970; Child Labour (Prohibition and Regulation) Act, 1986.



PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY'23	FY'22
Total electricity consumption (A) GJ	1,076,013	877,968
Total fuel consumption (B) GJ	132,541,670	140,827,880
Energy consumption through other sources (C) GJ	350,733	351,648
Total energy consumption (A+B+C) GJ	133,968,416	142,057,496
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per Million ₹)	82.12	128.74

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

M/s Bureau Veritas

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Given the nature of business, this indicator is not applicable

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY'23	FY'22*
Water withdrawal by source (in kilo-litres)		
(i) Surface water	7,940,772	4,855,611
(ii) Groundwater	4,349,644	3,547,865
(iii) Third party water	5,647,082	5,537,211
(iv) Seawater / desalinated water	196,522	256,085
(v) Others (including Rainwater storage & Packaged Water)	523,349	6,111,659
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	18,657,369	20,308,431
Total volume of water consumption (in kilolitres)	18,657,369	20,308,431
Water intensity per rupee of turnover (Water consumed / turnover) (kl per crore ₹ of revenue)	114.36	184.04

*Data for FY'22 restated.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

M/s Bureau Veritas

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

No

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY'23	FY'22
NOx	mg/m ³	Ambient Air Quality Monitoring as per NAAQ standard is undertaken as stipulated in EC conditions of the project of concerned work center is submitted six monthly to the concerned Integrated regional Office, MoEFCC by Work-centers. Uran, Hazira & C2-C3 Plants are having online continuous air quality monitoring system in place and the monitored data is being uploaded to CPCB and SPCB servers. Details of air emissions (Other than GHG emissions) are not quantified.	
SOx	mg/m ³		
Particulate matter (PM)	mg/m ³		
Persistent organic pollutants (POP)	NA		
Volatile organic compounds (VOC)	NA		
Hazardous air pollutants (HAP)	mg/m ³		
Others – please specify	PPM		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY'23	FY'22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	8,545,142	8,920,000
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	351,444	210,000
Total Scope 1 and Scope 2 emissions per Ton of production	tCO ₂ e/ ton of O+OEG	0.21	0.21

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

M/s Bureau Veritas

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide detail:

The Company carries out GHG accounting of its Scope 1 and Scope 2 emission every year. Hot spots are identified for taking up emission reduction activities. The Company has implemented various programmes like Renewable Energy, Clean Development Mechanism (CDM), Global Methane Initiative (GMI), Gas Flare Reduction Projects, Paperless Office, Green Buildings, Renewable Energy, LED programme, Energy Efficient Equipment, Dynamic Gas Blending, Micro turbines etc. for reducing Green House Gas emission. Moreover, ONGC proposes to spend ₹1 trillion on green initiatives by 2030 to reduce carbon footprint as part of a broader effort to achieve net zero (Scope-1 and Scope-2) emissions by 2038. ONGC plans to augment Renewable Energy portfolio of 10 GW by 2030 and 1 Million tonnes per annum capacity of green ammonia production. Example: 4861 tCO₂e/year estimated emission reduction from a 5 MW solar plant installed in Hazira.



8. Provide details related to waste management by the entity, in the following format:

Parameter	FY'23	FY'22
Total Waste generated (in metric tonnes)		
E-waste (A)	97.7	56.7
Other Hazardous waste. Please specify, if any. (B)	93,151	26,360
Other Non-hazardous wastegenerated (C). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	17,601	20,352
Total (A+B+C)	110,850	46,769
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
Other recovery operations	6,523 m ³ of Oil has been recovered from the spillage area and sent back to the production installations.	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

M/s Bureau Veritas

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

ONGC primarily focuses on waste management through structured waste segregation based on its characteristics, storage and disposal, waste to energy recovery and converting it into a saleable product as feasible. ONGC follows all applicable regulations for proper waste management, including its handling, storage, transportation and disposal. The Company has developed a robust system with comprehensive detailing of each waste from the source of generation to disposal or recycling and reuse. The Company is fully committed to environment-friendly disposal of hazardous and non-hazardous waste, ensuring that it does not deteriorate any resources.

Wastewater Management: ONGC monitors the waste water usage and maintains the quality of effluent discharged conforming to statutory requirements specified for discharge of treated effluent at surface/ subsurface. The Company has 41 number of Effluent Treatment Plants across onshore work centres to treat approx. 104,000 m³/day of wastewater produced during E&P operations. For Offshore effluent treatment, Produced Water Conditioners (PWCs) have been installed at process platforms. Sewage Treatment Plants for treatment of sewage water generated are also provided at offshore facilities.

Hazardous Waste- The measures for handling and treatment/ disposal of hazardous waste generated in ONGC is given below:

i. Used Oil – Used Oil generated at the drilling site/ production installation in ONGC is sent to authorized recyclers for disposal.

ii. Sludge Containing Oil: Oily sludge/oil contaminated soil are treated using bio-remediation technique in which oil eating consortium of bacteria is used to break down hazardous substances into non-toxic substances, thereby ensuring environmentally safe disposal of waste. It is ensured that the Total Petroleum Hydrocarbon (TPH) of the treated oily sludge is less than 0.5% (5000 ppm) in consonance with the Hazardous and Other Wastes (Management and Trans-boundary Movement) Rules, 2016.

iii. Empty Barrels/Containers contaminated with Hazardous chemicals/wastes-Sent to authorized recyclers for disposal.

iv. Chemical Sludge from ETPs- Sent to authorized TSDF for disposal.

Electronic Waste- ONGC is having widespread operations uses significant quantity of electronic machines and their accessories which after the end of their life cycle become disposable e-Waste. To address the disposal of e-waste, ONGC has a robust e-Waste policy. The e-waste is either being disposed through approved recycler or through designated take back service provider of the producer. In case of donation of equipment, ONGC obtains certificate from beneficiary organization that the organization will ensure safe disposal at the end of their life cycle.

Construction and Demolition Waste – In ONGC there is no regular generation of Construction and Demolition Waste. In the instances, the waste is collected, segregated into concrete, soil & others and disposed as notified by the concerned local authority in consonance with Construction and Demolition Waste Management Rules, 2016.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Jorhat Asset, Assam	Development Drilling and Production of Crude oil and Natural Gas	Yes
2	Assam & Assam arakan Basin, Jorhat	Exploratory Drilling of Crude oil and Natural Gas	Yes
3	Tripura Asset	Development Drilling and Production of Crude oil and Natural Gas	Yes
4	Eastern Offshore Asset	Development Drilling and Production of Crude oil and Natural Gas	yes
5	KG Basin	Development Drilling and Production of Crude oil and Natural Gas	Yes
6	Frontier Basins, Dehradun	Exploratory Drilling of Crude oil and Natural Gas	Yes
7	Exploratory Asset, Silchar	Exploratory & Development Drilling and Production of Crude oil and Natural Gas	Yes
8	Assam Asset	Development Drilling and Production of Crude oil and Natural Gas	Yes
9	Tripura forward Base	Exploratory Drilling of Crude oil and Natural Gas	Yes
10	CBM Asset Boakro	Development Drilling and Production of Coal Bead Methane.	Yes
11	Ahmedabad Asset	Development Drilling and Production of Crude oil and Natural Gas	Yes
12	Ankleshwar Asset	Development Drilling and Production of Crude oil and Natural Gas	Yes



11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Onshore Development & Production from 105 wells in 12 nomination PML blocks in Sipahijala, West Tripura and Gomati districts of Tripura and 10 wells and Khubal GCS in NELP PML of North Tripura districts, Tripura	EIA Notification, 2006	EIA Notification, 2006	Yes	Yes	https://environmentclearance.nic.in/onlineSearchnewrk.aspx?autoid=41873&proposal_no=IA/TR/IND2/134348/2019&typep=EC The above link pertains to Environment Clearance proposal for the project uploaded on PARIVESH 1.0. EIA report is showing in the 'Attached Files Tab'
Onshore development and production of oil and gas from 15 Development wells and establishment of Quick Production Systems (QPS) in NELP VII block WB-ONN-2005/4 situated in North 24 Parganas and Nadia districts, West Bengal	EIA Notification, 2006	EIA Notification, 2006	Yes	Yes	https://environmentclearance.nic.in/onlineSearchnewrk.aspx?autoid=44285&proposal_no=IA/GJ/IND2/414546/2023&typep=EC The above link pertains to Environment Clearance proposal for the project uploaded on PARIVESH 2.0. EIA Report is visible in 'PART C' at point 21.1 under Enclosures.
Onshore Development and Production of oil & gas from 145 wells in 30 ML blocks in Bharuch, Surat and Vadodara districts, Gujarat	EIA Notification, 2006	EIA Notification, 2006	Yes	Yes	https://environmentclearance.nic.in/onlineSearchnewrk.aspx?autoid=44156&proposal_no=IA/WB/IND2/407038/2022&typep=EC The above link pertains to Environment Clearance proposal for the project uploaded on PARIVESH 2.0. EIA Report is visible in 'PART C' at point 21.1 under Enclosures.

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, ONGC is compliant with the applicable environmental law/ regulations/ guidelines in India.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Nil				

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY'23	FY'22
From renewable sources		
Total electricity consumption (A) GJ	350,733	351,648
Total fuel consumption (B) GJ	-	-
Energy consumption through other sources (C) GJ	-	-
Total energy consumed from renewable sources (A + B + C) GJ	350,733	351,648
From non-renewable sources		
Total electricity consumption (D) GJ	1,076,013	877,968
Total fuel consumption (E) GJ	132,541,670	140,827,880
Energy consumption through other sources (F) GJ	-	-
Total energy consumed from non-renewable sources (D + E + F) GJ	133,617,683	141,705,848

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

M/s Bureau Veritas



ONGC supported the construction of multi-speciality Siu-Ka-Pha hospital at Sivasagar in Upper Assam, bringing world-class medical care in north-east India



2. Provide the following details related to water discharged: Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Parameter	FY'23	FY'22
Water discharge by destination and level of treatment (in kilo-litres)		
(i) To Surface water		
- With treatment: Tertiary	84,244	1,663,080
(ii) To Groundwater		
- With treatment	-	-
(iii) To Seawater		
- With treatment: Tertiary	17,247,779	15,076,938
(iv) Sent to third-parties		
- With treatment	-	-
(v) Others		
- With treatment : Tertiary	16,598,837	13,634,289
Total water discharged (in kilolitres)	33,930,860	30,374,307

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

M/s Bureau Veritas

3. Water withdrawal, consumption and discharged in areas of water stress (in Kilolitres)

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the Area: Gujrat, Maharashtra, Tamilnadu, Andra Pradesh, Telangana

(ii) Nature of operation: Exploration and Production of Oil and Gas

(iii) Water withdrawal, consumption & discharge in the following format

Parameter	FY'23	FY'22 *
Water withdrawal by source (in kilolitres)		
(i) Surface water	6,578,312	4,813,202
(ii) Groundwater	2,679,354	3,200,379
(iii) Third party water	5,636,918	5,534,211
(iv) Seawater / desalinated water	196,520	256,084
(v) Others (including Rainwater storage & Packaged Water)	378,908	6,307,518
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	15,470,012	20,111,394
Total volume of water consumption (in kilolitres)	15,470,012	20,111,394
Water intensity per rupee of turnover (Water consumed / turnover) (kl per crore ₹ of revenue)	94.82	172.09

Parameter	FY'23	FY'22 *
Water discharge by source (in kilolitres)		
(i) Surface water	6,578,312	4,813,202
(ii) Groundwater	2,679,354	3,200,379
(iii) Third party water	5,636,918	5,534,211
(iv) Seawater / desalinated water	196,520	256,084
(v) Others (including Rainwater storage & Packaged Water)	378,908	6,307,518
Total volume of water discharge (in kilolitres) (i + ii + iii + iv + v)	15,470,012	20,111,394
Total volume of water consumption (in kilolitres)	15,470,012	20,111,394
Water intensity per rupee of turnover (Water consumed / turnover) (kl per crore ₹ of revenue)	94.82	172.09

*Data for FY'22 restated.

Note: In ONGC, The Company follows water foot printing methodology adopted by WBCSD. In general aquifers from where fresh water is withdrawn are different from those where the water is discharged. Hence the quantity withdrawn is equal to water consumed. Since water is used only for operations, the consumption is equal to the discharged quantity. For this purpose, water evaporation, water seepage and consumption by colony have not been taken into account.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an External agency? (Y/N) If yes, name of the external agency:

M/s Bureau Veritas

4. Please provide details of total Scope 3 emissions & its intensity, in the following format.

The Company engaged consultant for a comprehensive carbon footprint study of ONGC, including Scope-1, Scope-2 and Scope-3 Emissions along with strategies and financial implications for emission reduction and Net Zero Emissions of ONGC. Total Scope-3 emission of ONGC is 24.3 MTCO₂eq for FY'22 ONGC's Scope-3 emissions account for approximately 73% of the total emission inventory, with the processing of sold products accounting for maximum part of Scope 3 emissions.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Environment Impact Assessment has been carried out by QCI accredited consultant. The Consultant in its report have listed all the anticipated Environmental impact along with the mitigation measures. Subsequently, an Environment Management Plan for the project is prepared and based on the report, the statutory authority issues Environmental Clearance for the project.



6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Water Recycling	ONGC operates Effluent Treatment Plants (ETPs) with designed capacity of handling more than 1,04,000 m ³ / day of effluent from onshore production installations/plants. With certain additional treatment, this water is further treated and reused for technical uses like injecting into the formation called 'Water Injection' for the purpose of maintaining reservoir pressure.	Reduction of fresh water footprint = approx. 44,05,786.65 m ³
Waste management	Reduced waste generation from drilling fluid = 1,340.55 m ³ Reduced Waste generation from Brine = 21.80 m ³	Reduction of chemical usages = approx. 1,362.35 m ³
Energy Transition	Renewable Energy: The Total solar energy installed during FY'23 is 5.22 MW.	4861 tCO ₂ e emission will be reduced per year
Emission Control	Flare Gas Recovery at Uran Plant: Total gas saved due to Flare Gas Recovery Unit was 46.65 MMSCM in FY'23. Monetary benefit of ₹886.6 Million (₹19/SCM) along with environmental benefits. Also due to working of 3 Waste Heat Recovery Boilers total Gas saved was 69.35 MMSCM. Monetary benefit of ₹1317 Million (₹19/SCM) along with environmental benefits. Flare Gas Recovery Initiative at Heera Platform: Total gas saving in FY'23 was 4 MMSCM due to LP Flare Gas Recovery system. Monetary benefit of ₹76 Million (₹19/scm) along with reduction of 8767.5 MT CO ₂ e emission every year.	Reduction in GHG emission and proportional SO _x , NO _x suspended particles

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

1) ONGC has well defined preventive, control and mitigation measures to handle emergency situations. There is three tier system of handling the emergencies depending on the severity of events-

i. Site specific ERP (Emergency Response Plan),

ii. Offsite & Onsite DMP (Disaster Management Plan) for onshore and RCP (Regional Contingency Plan) for offshore,

iii. CDMP (Corporate Disaster Management Plan)

2) To tackle blowout/uncontrolled flow related emergency situations, ONGC is having Crisis Management Teams (CMTs) at various levels- Central CMT, 4 Regional CMTs and work centre level CMTs.

3) Mock drills are conducted at regular intervals as per periodicity defined in respective emergency response plans to test their efficacy. The lessons learnt from the drills are used for strengthening the response mechanism by taking corrective measures and the plans are updated whenever gaps are identified.

4) To combat oil spills in offshore areas, ONGC has developed its own capacity as well as takes assistance from mutual aid partners and Indian Coast Guard. To address larger oil spill, ONGC has an Agreement with Oil Spill Response Limited (OSRL), UK, an expert agency in combating major oil spills.

5) ONGC has a “Energy Strategy 2040” plan that entails the intension of its activities till 2040. Also ONGC has declared that it will become a “Net Zero” company by 2038.

PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations.

Yes. The Company has association with several trade chambers and associations such as:

- i. United Nations Global Compact Network India (UNGCNI)
- ii. Federation of Indian Chambers of Commerce and Industry (FICCI)
- iii. Confederation of Indian Industries (CII)
- iv. Standing Conference on Public Enterprises (SCOPE)
- v. Federation of Indian Petroleum Industry (FIPI)

b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	United Nations Global Compact Network India (UNGCNI)	International
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Standing Conference on Public Enterprises (SCOPE)	National
4	Confederation of Indian Industries (CII)	National
5	Federation of Indian Petroleum Industry (FIPI)	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

Name of Authority	Brief of the case	Corrective action taken
Nil		

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity

S. No	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web Link, if available
1	Facilitation of international trade and collaboration	Though representations in various inter-governmental forums	No	As and when needed	-
2	Participation in various activities viz. Vision India @2047, growth and skill development, Make in India, promotion of in-house R&D etc.,	Through interaction with government bodies like NITI Aayog, and various other governmental committees.	No	As and when needed	-



S. No	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web Link, if available
3	a.) Atmanirbhar bharat initiatives b.) MSME development & Collaborative Management	Through representations to various Industrial bodies viz. CII, FICCI, ASSOCHAM, SCOPE etc.	No	As and when needed	-

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

During FY'23, six Impact Assessment Studies were carried out in respect of major CSR projects approved by the Board of ONGC.

S. No.	Name and brief details of projects	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (YES/NO)	Results communicated in public domain (YES/NO)
1	Construction of G+4 storied building in Olatpur, Cuttack, Odisha	DLI/CSR/2022/CSR/1080009	06.04.2023	YES	YES
2	Construction for hostel for tribal girls at Jaleshpatta, Kandhamal, Odisha	DLI/CSR/2022/CSR/1080009	06.04.2023	YES	YES
3	Cold chain logistic support during covid-19 pandemic for vaccination program	DLI/CSR/2022/CSR/1080009	06.04.2023	YES	YES
4	Merit scholarship since 2016-17 for SC/ST students	DLI/CSR/2022/CSR/1080009	06.04.2023	YES	YES
5	Merit scholarship since 2019-20 for OBC students	DLI/CSR/2022/CSR/1080009	06.04.2023	YES	YES
6	Merit scholarship since 2019-20 for EWS students	DLI/CSR/2022/CSR/1080009	06.04.2023	YES	YES

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

During FY'23 no such situation arisen.

3. Describe the mechanisms to receive and redress grievances of the community

To make the stakeholder interface more collaborative, the Company has a public grievance portal at its website www.ongcindia.com. The portal is a step further to empower each stakeholder including community to register their grievances through a single window on corporate web portal. Weblink for the portal <https://grievance.ongc.co.in>

Grievance may come from different quarters and may be of various natures. Hence, the redressal mechanism for each grievance may slightly differ but in general follow a broader structure. For example, any person / farmer affected due to operational activities of ONGC, approach to nearest Installation. The In-charge (I/C) of Installation issue claim form after scrutiny. The committee is constituted for assessment of any damage. The committee consists of member from user group (Surface/C&M/Drilling/Well Services), LAQ and Finance. The committee visit the site and assess / measure the affected area. The role of the committee is to assess the compensation i.e. standing crop loss, land damage or other damage. Subsequently the committee report is submitted to the Competent Authority. After approval, the compensation is paid to the affected person through ECS payment. The case is processed under BDP item no. 8.10 (a) and 8.10(b). If required, Revenue Authority is also empowered for assessment of damage and declared award for compensation.

For other grievances the general approach may be broadly outlines as

- Complainant may be an educated /illiterate person.
- An illiterate person may take help from local authorities or directly approach ONGC local land acquisition officer if the complaint is land related or he/she can approach Asset/Basin/Plant manager office.
- Any person can lodge a complaint online at ONGCs grievance Portal at ongcindia.co.in.
- The complaint should mention the name and address of the complainant.
- The complaint is resolved after detailed negotiation with the complainant and ONGC.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY'23	FY'22
Directly sourced from MSMEs/ Small producers	47.00%	36.79%
Sourced directly from within the district and neighboring districts	Not Available	Not Available





LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

There is no negative social impact identified in the social impact assessments.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

ONGC has spent its CSR funds in the aspirational districts as per the table below during FY 2022-23:

S. No.	State	Aspirational district	Amount spent (in Million ₹)
1	Andhra Pradesh	Vishakhapatnam	1.14
2	Tamil Nadu	Virudhunagar	2.35
3	Jharkhand	Ramgarh	15.38
4	Maharashtra	Osmanabad	9.75
5	Jharkhand	Bokaro	50.27
6	Gujarat	Dahod	6.66
7	Tripura	Dhalai	0.74
8	Odisha	Dhenkanal	5.80
9	Jharkhand	Gumla	23.97
10	Uttarakhand	Haridwar	8.01
11	Jharkhand	Hazaribagh	5.50
12	Jharkhand	Khunti	20.23
13	Gujarat	Narmada	29.56
14	Bihar	Nawada	0.42
15	Odisha	Nuapada	4.50
16	Maharashtra	Jalgaon	0.62
17	Chhattisgarh	Mahasamund	1.32
18	Haryana	Nuh	4.75
19	Bihar	Purnia	1.06
20	Madhya Pradesh	Rajgarh	0.75
21	Tamil Nadu	Ramanathapuram	7.11
22	Jharkhand	Ranchi	0.52
23	Uttarakhand	Udham Singh Nagar	1.89
24	Madhya Pradesh	Damoh	4.12
25	Jammu And Kashmir	Baramulla	12.96

A total of ₹219.38 Million has been spent in 25 Aspirational Districts of India.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)

Yes. We are complying with the Public Procurement Policy for Micro & Small Enterprises (MSEs) including those from SC/ST & Women MSEs. Under the policy, MSEs are given purchase preference within 15% of prices quoted by lowest bidder in a tender in order to be eligible for award of contract if they don't emerge as the lowest bidder. In case of matching the lowest bidder price, MSEs are given minimum 25% of tendered quantity with eligible Women MSEs getting minimum 3% and SC/ST MSEs getting minimum 4% of tendered quantity.

(b) From which marginalized/vulnerable groups do you procure?

We are procuring from MSEs with special focus on SC/ST & Women MSEs.

(c) What percentage of total procurement (by value) does it constitute?

Total procurement from MSEs for the FY'23 was 47% of annual eligible procurement including 1.3% from Women MSEs and 0.73% from SC/ST MSEs.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

Nil

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Nil

6. Details of beneficiaries of CSR Projects.

A total of 1175 CSR projects implemented across the country in FY'23, positively impacting millions of citizens across the country including those belonging to economically and socially weaker section of the society.

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner

ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Consumer complaints, mostly on quality of products is received through email by Corporate Marketing. After receiving each complaints, Corporate Marketing/Concerned asset look into the complaint in detail and does the needful to reach for an amicable settlement.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information.

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	Not Applicable
Safe and responsible usage	100 %
Recycling and/or safe disposal	Not Applicable

3. Number of consumer complaints

	FY'23		FY'22	
	Received during the year	Pending resolution at the end of year	Received during the year	Pending resolution at the end of year
Data privacy	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil
Others	45	4	44	Nil

4. Details of instances of product recalls on account of safety issues

	Number	Reason for recall
Voluntary recalls	Nil	Not Applicable
Forced recalls	Nil	Not Applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/ No) If available, provide a web-link of the policy.

Yes, ONGC have Information Security Policy on cyber security, however there is no provisions for risks related to data privacy.



Weblink of the Information security policies: https://reports.ongc.co.in/group/reports_en/home/virtual-corporate/services/chief-information-security-office/isms-group

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not applicable. The major products of the company are Crude Oil and Natural Gas which are sold to OMCs/Refiners.

LEADERSHIP INDICATORS

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

The tender/contract documents related for sale of any product contains relevant information on product sale. The buyers may access the same through eps.buyjunction.in; igxindia.com;

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

As the physical sale of products take place at marketing installation of the concerned Assets/Plants, therefore consumers are educated by the Asset/Plants through Material Safety Data Sheet (MSDS). Therefore, steps regarding the same may be sought from the concerned Assets/Plants.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Email / Letters / Website / Phone / ecms.ongc.co.in Website /Industry Meetings are conducted, wherein customers are informed about planned shutdown.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Customer survey is not a regular exercise because all the products are sold under quality parameters as set forth in the sale agreements/contracts. In case of any issue pertaining to quality, are raised by the customer; the same is addressed suitably.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact.

Nil

b. Percentage of data breaches involving personally identifiable information of customers.

No reported instances of Data Breaches in FY'23